MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2018/2019

BMH2034 – MANAGING HUMAN RESOURCES

(All sections / Groups)

15 OCTOBER 2018
9.00AM – 11.00AM
(2 Hours)

INSTRUCTION TO STUDENT

1. This Question paper consists of **TWO (2)** pages with **FOUR (4)** Questions only.

2. Attempt **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

A job description is a written statement of which the worker actually does, how he or she does it, and what the job's working conditions are. Although there is no standard format for writing it, most job description contain sections such as job identification. Prepare a sample form of job description for a job "Marketing Manager".

(Total: 25 marks)

QUESTION 2

a. List **THREE (3)** basic types of interview.

(3 marks)

b. Interview can be classified based on the "content" or the types of questions interviewer ask. Explain the difference between situational interview, behavioral interview, job related interview, and stress interview.

(12 marks)

c. Explain **FIVE (5)** errors that can undermine an interview's usefulness.

(10 marks)

(Total: 25 marks)

QUESTION 3

"In the same breath, employers must be mindful of young talents' keen desire for leadership support to up skill. Fresh graduates are aware that being given the opportunity to expand their responsibilities and competencies can lead to bigger and better-paying roles, which will help employers to retain and develop talent in the long-term." said Sanjay Modi, Managing Director of Monster.com – APAC and Middle East.

a. Referring to above statement, suggest **FIVE (5)** possible human resource approaches that employer should implement to retain the young talents.

(15 marks)

b. When a supervisor tells someone that his or her performance is poor, the first reaction is often denial. Since denial is a defensive mechanism, dealing with defensiveness is an important appraisal skill. Suggest **FIVE (5)** ways you handle a defensive subordinate.

(10 marks)

(Total: 25 marks)

Continued...

QUESTION 4

a. Sarah, the Human Resource Manager, has long working with a retail company in Melaka. During the 10 years of employment, she has seen how the company has grown up. Recently, the top management realize that they are having new issue which is high turnover. Therefore, the top management has assigned Sarah to look into this issue. Suggest **THREE (3)** job evaluation methods to help Sarah solving this problem.

(15 marks)

b. Human resource management is important to all managers for several reasons. Perhaps, having a command of knowledge on HR concepts and techniques will help managers avoiding personal mistakes. List **FIVE (5)** personal mistakes managers do not want to make while managing.

(10 marks)

(Total: 25 marks)

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